

At the Center

Committed to Quality Care & Courteous Service



October/November 2011



A Message From the CEO

As the 2010-2011 year comes to a close, many of us are looking forward to spending time with family and friends, perhaps taking a well deserved vacation or just relaxing at home during the holidays, catching up on all those good books that we never had a chance to finish. Whatever your plans may be, I'd love to use our first issue of our hospital

newsletter *At the Center*, as an opportunity to thank you for having your heart in the right place toward our patients, families, and visitors, and most importantly for your dedication and commitment in making the LAC+USC Medical Center the hospital of choice for our community.

While we reflect upon our past challenges and the celebrations of our successes from 2010-2011, there is still a lot to be done. One of the most important things to do between now and 2014 is to improve our patients' and families' experience of our care. We must be vigilant and be ready to jump on the Customer Service Bus as we connect and engage with our patients in ways never before seen in much of our system. We must see our patients as lifelong partners in the pursuit of good health. If we choose not to put patients in the center of our focus, we are going to lose them, and they won't come back.

We are currently working in many initiatives to improve our patients' experience while they receive care at our facilities. In the last few months our staff have worked diligently in identifying patients currently being seen in specialty clinics, urgent care, and emergency rooms without a primary care provider. Working with DHS staff, we've linked 22,000 patients to community partners for their primary care needs. Other customer driven initiatives are currently being implemented to improve our patients' experience at our center.

Quick Facts

On July 1st OB Services implemented one reserved parking sign for Expectant Mothers which is located in reserved parking Lot 7.

For more information, contact Georgina Joya of OB Services at (323) 409-2011 for a Special Reserved One-Day Parking Pass.



American Heart Association Heart Walk at the Rose Bowl in Pasadena

Over 9,000 walkers, a kids fun zone, live entertainment, a health expo, giveaways, and lots of heart healthy refreshments. On Saturday, October 15th, inspired by survivors and supporters, DHS employees hit the path in record numbers to show solidarity against heart disease. LAC+USC CEO and Heart Association Board Member Pete Delgado thanked walkers for their support and reminded them that the impact of heart disease is felt every day in DHS clinics and emergency rooms. "Nearly all of us know someone affected by heart disease, or a friend or colleague who needs to adopt better lifestyle habits before it's too late. We can all be advocates for healthy hearts," he said.

This year over 40 walkers from LAC+USC Medical Center participated on the 5K walk/run, making the medical center the largest DHS group represented. For the second consecutive year, the LAC+USC captains have managed to surpass their donation goal. This year was doubled from \$20,000.00 to \$39,968.000. Way to go captains!

The Heart Walk is a Board-approved fundraiser to support Heart Association-funded research, education and prevention efforts. Heart disease is a leading cause of disability and death. The American Heart Association encourages all adults to adopt its "Life's 7" principles: get active, eat better, lose weight, stop smoking, control cholesterol, manage blood pressure, and reduce blood sugar.

LAC+USC Going Smoke-Free on January 1, 2012

In order to provide a healthier environment for our patients, visitors, and employees as well as for our community, LAC+USC Medical Center is going smoke-free on January 1st. This new initiative will span throughout the entire campus including the new facility, the old General Hospital, and Women and Children's Hospital. By going smoke-free, smoking will be prohibited throughout the entire campus. All designated smoking areas will be closed. "As a healthcare provider, our desire to go smoke-free was largely motivated by our commitment to health and wellness to all," said Pete Delgado, CEO. "With more than 2,100 hospitals countrywide, restaurants, and airline industries adopting this policy, it is the right thing for us to do," Mr. Delgado added.



For those interested in smoking cessation, the smoke-free committee has approved a procedure for employees to obtain an initial supply of nicotine patches from Employee Health Services free of charge. For additional information please call (323) 226-5235.

For patients interested in attending smoking cessation classes, requests can continue to be submitted online via Affinity.

Service Excellence

By Rose Ordorica Lizcano

Director, Patient Relations and Guest/Volunteer Services

The Patient Relations and Guest/Volunteer Services Department is dedicated to helping improve the hospital experience for both our patients and our visitors. One of the key ways we do this is by receiving and analyzing the patient satisfaction scores that are compiled by Press Ganey patient surveys which allows us to assess our patient satisfaction ratings. Based on these survey scores we build strategies to help improve patient satisfaction.

Recent improvements can be seen in the latest patient survey scores for nurses. Initially, the ratings for "communication with nurses," and "nurses being courteous/respectful" were at the two-percentile rank compared to other California hospitals. After implementing improvement strategies, the score for "communication with nurses" has gone up to the tenth-percentile rank, and the score for "nurses being courteous/respectful" has gone up to the twelfth-percentile rank.

We continue taking strides in the right direction — it is everyone's job to ensure that patients and families receive the most pleasant and comfortable experience. We can all do our part by using simple courtesy and clear communication. The hospital will be implementing a new training program called **AIDET** — this program will set a framework of fundamental ways to communicate with



'Tis the Season to Overspend: How to Save Some Green

LAC+USC Medical Center First City Credit Union Branch

First City Credit Union wants you to stay financially healthy over the holidays. Here are tips to help you save more green and stay out of the red.

- **Have a list and check it twice.** Before you head to the mall or shop online, set a budget. Keep a checklist with you as you shop with the amount you've budgeted for each person to avoid impulse purchases.
- **Limit gift card giving.** Gift cards are an easy solution for those hard-to-buy-for people. However, because gift cards reveal how much you've spent, you may opt for a higher-priced gift card in an attempt to not look cheap and thus overspend.
- **Don't shop on an empty stomach or wait until the last minute.** When you're ready to shop, you should be well-rested, well-fed and not in a rush. Why? Because when you're tired, hungry, or rushed, you make snap decisions that aren't good for your wallet.
- **Don't use store credit cards.** Store credit cards can appear attractive at first but feature interest rates from 18 to 23%. If you're going to pay by credit card, use the one with the most favorable terms such as First City's Visa Platinum.

First City's Hospital Employee Loan Program (HELP) — available in late January — can help ease your stack of post-holiday bills. First City offers this \$1,000 loan with a 12-month repayment term to hospital employees who are First City members in good standing for 6 months — regardless of credit score or payment history. For more information, call (800) 944-2200.

patients through the five basic principles of **A** for Acknowledge, **I** for Introduce, **D** for Duration, **E** for Explanation, and **T** for Thank you. We hope that with this method our staff will develop a powerful and effective tool to communicate with patients and families. Let's continue to provide not only the highest quality care, but the best patient experience possible.

LAC+USC Receives 2011 American Cancer Society Community Partnership Award



Pictured above with the ACS CPA Award and County of Los Angeles Commendation Certificate (from L to R): Mary Somers, Director of Community Operations (ACS), Patricia Marquez, RN, Ruoh Mei Duncan, RN, and Gary Pia, Leadership Council Member (ACS).

On October 13, 2011 members of LAC+USC Oncology Services were recognized by the American Cancer Society, local chapter, during their Annual Volunteer Recognition Meeting at the Courtyard Marriot in Monrovia. The ACS presented the Community Partnership Award to LAC+USC in recognition to their contributions in meeting the needs of cancer patients and their families specific to education and community resources. This year the medical center increased patients' referrals to the American Cancer Society from 310 last year to 579 this year.

The American Cancer Society salutes each LAC+USC department responsible for the care of oncology patients and their families (Infusion Center, Radiation Oncology, Ambulatory Clinics, Inpatient Units, and Social Services) for their passion, dedication, and compassion to the care of cancer patients.



Pictured above (from L to R): Ruoh Mei Duncan, RN, Chrissy Kim, Healthcare Corporate Initiatives Director (ACS Staff), Patricia Marquez, RN

“Parent Time” with Pediatrics and Adolescent Acute Care

By Patricia Godoy-Travieso, RN
Nurse Manager, Pediatric Inpatient Services

The parents of the pediatric patients experience high levels of stress and anxiety due to their children's hospitalization. Once a child is ill and/or hospitalized, the parents go through an adjustment period not only of understanding the child's illness, but to become familiar with hospital environment and routines.

In order to ease this transition, the Pediatric and Adolescent acute care units 8B and 8C have developed a service project called “Parent Time”. This project provides a cart with coffee and tea along with snacks, cookies and pastries to the parents or immediate family members of pediatric patients.

The purpose of “Parent Time” is to improve the parent's experience in dealing with a child's hospitalization. By being attentive to the needs of the families, we hope to improve the patient/parent relationship with hospital staff, thus increasing their satisfaction of our services.

All the items and supplies for this cart are 100% donated by the Pediatric department staff. If anyone is interested in donating to this cause please call (323) 409-5564.



Recognitions/Appointments

- **Dr. Bharat B. Chaudry**, appointed as Associate Medical Director for Ambulatory Services on November 1, 2011.
- **The Patient Safety Department under the leadership of Dr. Sunita Saxena** was recognized by the Board of Supervisors and DHS for the following Patient Safety Awards: Improving Resident Hand-over Communication, Medication Reconciliation, Central Venous Catheter Preceptor Program, and Management Level Patient Safety Leader.
- **Jose A. Carrillo**, LAC+USC Eye and Tissue Donor, will be honored with a florigraph on the 2012 Donate Life Rose Parade Float, “...One More Day”.
- **Barbara Oliver**, Hospital Administrator of Women's, Children's, and Surgical Services and chair of the LAC+USC Medical Center Art Council was awarded the Hospital Hero Award by the National Health Foundation at the 6th Annual Hospital Hero Awards Luncheon. Ms. Oliver was recognized for her admirable work in the Enhancing Healing Through Art campaign for donations to acquire and maintain a collection of artwork throughout the new LAC+USC Medical Center. Since the inception of the Art Program in 2007, donations of approximately 400 artworks, valued at over \$400,000, have been received and installed. Financial contributions have totaled approximately \$25,000.

Calendar of Events

- **USC School of Pharmacy - Skull and Mortar Honorary Service Fraternity Toy Drive** November 28th — Fraternity members participated in a toy drive for patients in the Pediatric Inpatient Units including the Pediatric ICU. Members serenaded patients and staff with Christmas carols during the gift giving.
- **2011 World AIDS Day** Thursday, December 1st from 10am to 2pm — The Rand Schrader Health & Research Center hosted a Health Faire in the hospital courtyard in recognition of this year's World AIDS Day. This year's theme was **Getting to Zero: Zero AIDS Related Deaths, Zero New HIV Infections, and Zero Discrimination.**
- **LMSA/SNMA Project Santa Pediatrics Party** December 2nd — First and second year medical students of The Keck School of Medicine hosted a party in the Inpatient Pediatric playroom. They provided arts and crafts and cookie decorating, while Santa and his helpers distributed gifts to all patients.
- **Annual Burn Survivor Christmas Party** Thursday, December 8th from 1pm to 3pm — The LAC+USC Medical Center celebrated with their annual party primarily for Pediatric burn survivors and their families. Food, entertainment, gifts and Santa Claus made this a very special moment for the families that were in attendance.
- **Holiday Party for the Children** Saturday, December 17th from 10am to 3pm — The LAC+USC Pediatric Services will have their annual Holiday Party for the Children in IPT Conference Rooms A & B. This year Spartan Truck, Inc. and For the Need Foundation will sponsor the party.

Quick Facts

The new employee lactation room is now open on the 1st floor in the Inpatient Tower (C1C102) for those female employees who need a private place to pump. We want to support any new mother's efforts to continue breast feeding upon returning from maternity leave.



Employees can bring their own pump or use one of the electric pumps assigned to the employee lactation room. This room is available for all shifts. Contact Kittie Frantz, RN, CPNP-PC, of Lactation Education at (323) 409-2236 or kfrantz@dhs.lacounty.gov for more information.

At the **Center**
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Please post to ensure that all employees receive this publication.

Epilepsy Care: Unique Collaboration Between LAC+USC and Rancho Los Amigos

LAC+USC & Rancho Los Amigos National Rehabilitation Center Comprehensive Epilepsy Program; a premier epilepsy center whose goal is to provide accessible, customized, multi-disciplinary care using the most innovative therapies and research in the quest to cure epilepsy.

Epilepsy is the most common neurologic disorder worldwide. Epilepsy affects 50 million persons worldwide, 3 million in the U.S. and \$17.6 billion annually direct and indirect cost in the U.S. There are 10,000 uninsured or under-insured patients with refractory epilepsy in Los Angeles County alone.

The epilepsy program was first established in 1991 with members of LAC+USC Medical Center, Keck School of Medicine Department of Neurosciences and Rancho Los Amigos National Rehabilitation Center. Since its inception, the program has developed a Specialized Intractable Epilepsy clinic, a High Risk OB Epilepsy clinic, and the first Pediatric Epilepsy clinic in the county.

Some program accomplishments include:

- First pediatric epilepsy surgery cases at LAC+USC.
- First epilepsy surgery case at RLANRC.
- Awarded the "Special Merit Plaque" by the Los Angeles County Productivity and Quality Program.
- Dr. Charles Liu, Director of Epilepsy Surgery, was awarded \$1 million research grant by the Rudi Schulte Research Institute.
- Dr. Christie Heck, Director of the Comprehensive Epilepsy Program was recognized by the National Academies Institute of Medicine panel "Public Health Dimensions of Epilepsy".
- Dr. David Millett, Director of Epilepsy Program at RLANRC and Dr. Susan Shaw were awarded \$300,000 grant from the National Science Foundation.



Pictured above: The LAC+USC & Rancho Los Amigos National Rehabilitation Center Comprehensive Epilepsy Program Team

For contributions and information,
please contact Rosa Saca at
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